

RAKESH KUMAR

IT MANAGER

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PROFESSIONEL SUMMARY

Results-driven IT Manager with 5+ years of progressive experience in enterprise infrastructure management, network administration, and IT operations. Proven expertise in deploying SAP MM solutions, managing network infrastructure, and leading IT initiatives that drive operational efficiency. Skilled at managing stakeholder relationships, optimizing IT systems, and implementing enterprise-level security protocols. Demonstrates strong technical acumen combined with leadership capabilities to manage cross-functional teams and IT projects.

EDUCATION QUALIFICATIONS

- B.Tech in Computer Science Engineering – Punjab Technical University
- Diploma in Computer Science Engineering – PSBTE (Punjab State Board of Technical Education)

PROFESSIONEL EXPERIENCE

IT Manager – Bisleri

Present

- Manage enterprise IT infrastructure supporting multiple office locations
- Oversee network security, system performance, and IT operations
- Implement SAP MM solutions and optimize business processes
- Lead IT team and manage vendor relationships for smooth operations
- Ensure compliance with IT security policies and data protection regulations
- Manage IT budget allocation and cost optimization initiatives

IT Executive – Jindba Process Pvt Ltd

September 2023 – January 2024

- Administered network infrastructure and managed critical IT systems
- Performed system maintenance and troubleshooting for enterprise applications
- Coordinated with multiple departments for IT support and infrastructure needs
- Maintained and updated network documentation and configuration records
- SAP MDM module master data creation

Network Administrator – Ludhiana Group of Colleges

April 2021 – September 2023

- Designed, configured, and maintained campus-wide network infrastructure supporting 2000+ users
- Managed network hardware including routers, switches, firewalls, and servers
- Implemented network security protocols and conducted regular security audits
- Performed system monitoring, maintenance, and routine IT support for 300+ computers
- Handled repairs, troubleshooting, and preventive maintenance of IT infrastructure
- Managed Windows Server environments and Active Directory operations
- Achieved 99.5% network uptime through proactive monitoring and maintenance

KEY ACHIVEMENTS

- Successfully maintained 99.5% network uptime in educational institution with 2000+ users
- Implemented enterprise network security protocols reducing incidents by 40%

- Optimized IT operations leading to 25% reduction in support tickets through preventive maintenance
- Managed seamless IT infrastructure upgrades with minimal downtime
- Built and mentored IT support team ensuring high-quality service delivery

CORE COMPETENCIES

Infrastructure & Administration: Network Architecture Design, Server Management, System Administration, IT Infrastructure Planning

Enterprise Systems: SAP MM Module, ERP Implementation, Business Process Optimization, Data Management

Security & Compliance: Network Security, Firewall Management, IT Security Protocols, Access Control Management

IT Management: IT Service Management (ITIL 4), Project Management, Vendor Management, IT Budget Planning

Technical Skills: Windows Server, Active Directory, CCNA Certified, System Troubleshooting, Hardware Configuration

Tools & Platforms: SAP MM, Excel, PowerPoint, Sophos Firewalls, Network Monitoring Tools

TECHNICAL EXPERTISE

Certifications: CCNA (Cisco Certified Network Associate) – SachTech Solution Pvt. Ltd., Mohali

Key Technical Areas: Network Configuration & Management (Routing, Switching, VLAN Configuration), Server Administration & Maintenance, System Troubleshooting & Diagnostics, SAP MM Module Implementation & Optimization, Windows Server Management, Firewall & Security Management, IT Infrastructure Planning & Deployment, Backup & Disaster Recovery

ADDITIONAL SKILL

Languages: English, Hindi, Punjabi (Professional Proficiency)

Soft Skills: Leadership, Team Management, Problem Solving, Stakeholder Communication, Project Coordination

Personal Interests: Cybersecurity Research, IT Content Creation, Technology Innovation, Continuous Learning